COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
CHIEF INFORMATION OFFICE – INFORMATION SECRUITY DIVISION
SYSTEMS ACCESS UNIT

<u>MEDI-CAL VERIFICATION INFORMATION SHEET</u>

Medi-Cal eligibility may be verified via the State Department of Mental Health web site and POS Device.

The information provided by DMH/CIO Bureau is to assist you in getting started only. Please direct all questions to California State Department of Mental Health POS Help Desk at 800-427-1295.

I.   Web site verification.
     Provider must have a State issued User ID and Pin Number. User ID and Pin Number are issued at the time of Medi-Cal certification.

- Go to http://www.medi-cal.ca.gov
    1. At Home Page – Click <u>Transaction Tab</u>.
    2. <u>Type User ID</u> – five leading zeros and Provider Number.
    3. Using the Mouse, Click in Password Box
    4. <u>Type Password</u> (Pin Number)
    5. Click <u>Submit</u>
    6. At <u>Transaction Service</u> screen, move mouse to <u>Determine Patient's Eligibility</u> (select one: Single subscriber or Multiple subscriber)
    7. Type required information and Submit.

<u>HOW TO REQUEST PASSWORD/PIN NUMBER</u>
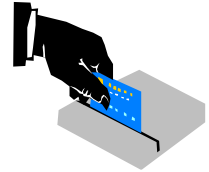
- Upon medi-cal certification, the State mails the POS PIN number to the Provider.
    o   Replacement PIN request
        ▪   Contact DMH/Chief Information Office Bureau/ Help Desk (213) 351-1335

II. Point of Service (POS) DEVICE
The Medi-Cal-supplied POS device has swipe capabilities for all plastic identification cards associated with Medi-Cal programs.

<u>HOW TO REQUEST POS DEVICE</u>

- Go to http://www.medi-cal.ca.gov
- Click on <u>Publications Tab</u>
- Move the mouse on <u>Provider Manual</u> (3rd bullet on left) click once
- Click on <u>Allied Health</u> (center of screen)
- In the <u>Search Box</u> type POS then click on <u>Go</u>
- Click on and print all three (3) of the following

1. <u>Medi-Cal Point of Service (POS Network Agreement Point</u>
2. <u>Point of Service (POS) Device Usage Agreement Point</u>
3. <u>MEDI-Cal Eligibility Verification Enrollment Form</u>

AEVS, a touch-tone telephone system, is also available. That information may also be obtained from the web site or POS Device Help Desk.

Medical Web Pos Cert Access/jfantroyBackup Files10/2/00
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